



Iowa Administrative Code 441.77 – Outcome Information

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77.37(1) Organizational standards (Outcome 1)

Organizational outcome-based standards for home- and community-based services intellectual disability providers are as follows:

- a. The organization demonstrates the provision and oversight of high-quality supports and services to consumers.
- b. The organization demonstrates a defined mission commensurate with consumer's needs, desires, and abilities.
- c. The organization establishes and maintains fiscal accountability.
- d. The organization has qualified staff commensurate with the needs of the consumers they serve. These staff demonstrate competency in performing duties and in all interactions with clients.
- e. The organization provides needed training and supports to its staff. This training includes at a minimum:
 - (1) Consumer rights
 - (2) Confidentiality
 - (3) Provision of consumer medication
 - (4) Identification and reporting of child and dependent adult abuse
 - (5) Individual consumer support needs
- f. The organization has a systematic, organization wide, planned approach to designing, measuring, evaluating, and improving the level of its performance. The organization:
 - (1) Measures and assesses organizational activities and services annually.
 - (2) Gathers information from consumers, family members, and staff.
 - (3) Conducts an internal review of consumer service records, including all major and minor incident reports according to subrule [77.37\(8\)](#).
 - (4) Tracks incident data and analyzes trends annually to assess the health and safety of consumers served by the organization.
 - (5) Identifies areas in need of improvement.
 - (6) Develops a plan to address the areas in need of improvement.
 - (7) Implements the plan and documents the results.
- g. Consumers and their legal representatives have the right to appeal the provider's implementation of the 20 outcomes, or staff or contractual person's action which affects the consumer. The provider shall distribute the policies for consumer appeals and procedures to consumers.

- h. The provider shall have written policies and procedures and a staff training program for the identification and reporting of child and dependent adult abuse to the department pursuant to [441—Chapters 175 and 176](#).
- i. The governing body has an active role in the administration of the agency.
- j. The governing body receives and uses input from a wide range of local community interests and consumer representation and provides oversight that ensures the provision of high-quality supports and services to consumers.

77.37(2) Rights and dignity.

Outcome-based standards for rights and dignity are as follows:

- a. (Outcome 2) Consumers are valued.
- b. (Outcome 3) Consumers live in positive environments.
- c. (Outcome 4) Consumers work in positive environments.
- d. (Outcome 5) Consumers exercise their rights and responsibilities.
- e. (Outcome 6) Consumers have privacy.
- f. (Outcome 7) When there is a need, consumers have support to exercise and safeguard their rights.
- g. (Outcome 8) Consumers decide which personal information is shared and with whom.
- h. (Outcome 9) Consumers make informed choices about where they work.
- i. (Outcome 10) Consumers make informed choices on how they spend their free time.
- j. (Outcome 11) Consumers make informed choices about where and with whom they live.
- k. (Outcome 12) Consumers choose their daily routine.
- l. (Outcome 13) Consumers are a part of community life and perform varied social roles.
- m. (Outcome 14) Consumers have a social network and varied relationships.
- n. (Outcome 15) Consumers develop and accomplish personal goals.
- o. (Outcome 16) Management of consumers' money is addressed on an individualized basis.
- p. (Outcome 17) Consumers maintain good health.
- q. (Outcome 18) The consumer's living environment is reasonably safe in the consumer's home and community.
- r. (Outcome 19) The consumer's desire for intimacy is respected and supported.
- s. (Outcome 20) Consumers have an impact on the services they receive.

77.37(3) Contracts with consumers.

The provider shall have written procedures which provide for the establishment of an agreement between the consumer and the provider.

- a. The agreement shall define the responsibilities of the provider and the consumer, the rights of the consumer, the services to be provided to the consumer by the provider, all room and board and copay fees to be charged to the consumer and the sources of payment.
- b. Contracts shall be reviewed at least annually.

77.37(4) The right to appeal.

Consumers and their legal representatives have the right to appeal the provider's application of policies or procedures, or any staff or contractual person's action which affects the consumer. The provider shall distribute the policies for consumer appeals and procedures to consumers.